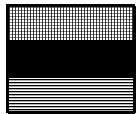


CONFIDENTIAL

Surrey District and Borough Performance Indicator Benchmarking

Quarter 4 - 2024/25

Key



Does not provide data as defined by indicator at the present time

Does not report this data

Unable to provide data this quarter

Further information: Please contact Jenny Sturgess - Policy and Performance Officer - Waverley Borough Council

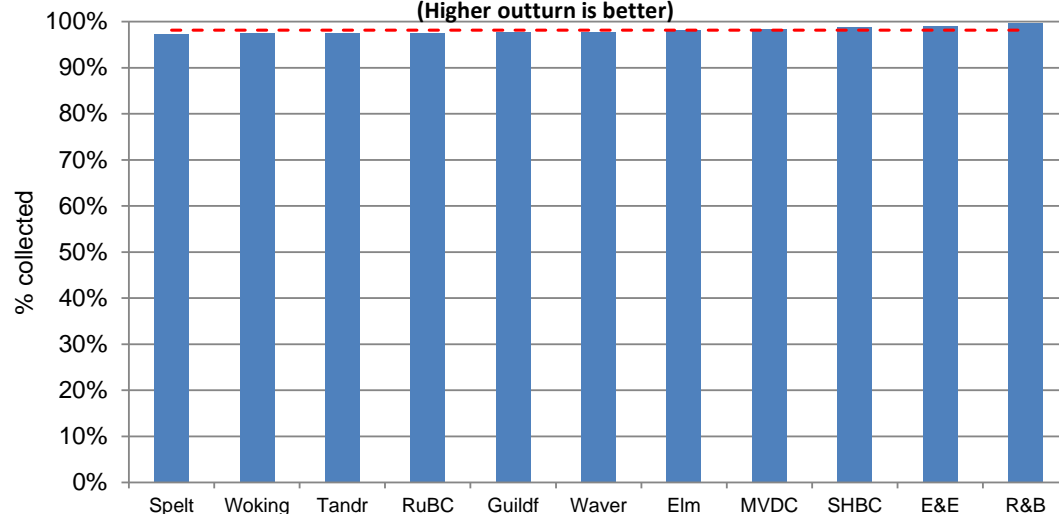
Email: jennifer.sturgess@waverley.gov.uk

Tel: Jenny - 01483 523465

Report produced: 12 May 2025

Percentage of council tax collected

(Higher outturn is better)

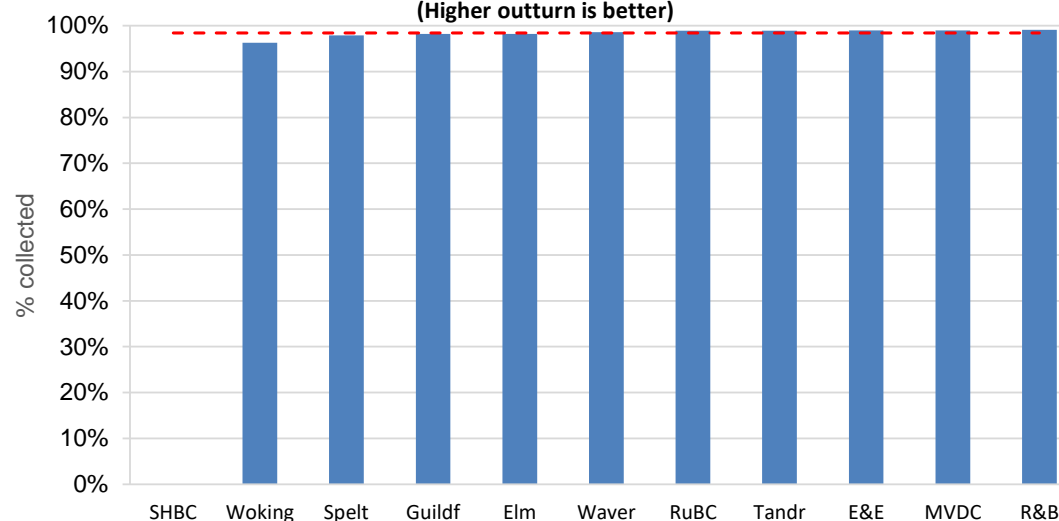


Percentage calculated, as a cumulative year-to-date figure, from the total council tax payments received compared to the total amounts payable in that year.

	Actual	
Elm	98.2%	12 month year as standard
E&E	99.0%	
Guildf	97.8%	10 month year as standard
MVDC	98.3%	10 month year as standard
R&B	99.6%	10 month year as standard
RuBC	97.6%	10 month year as standard
Spelt	97.4%	10 month year as standard
SHBC	98.9%	10 month year as standard
Tandr	97.5%	10 month year as standard
Waver	97.8%	10 month year as standard
Woking	97.5%	
----	98.1%	Average value of returns

Percentage of non-domestic rates collected

(Higher outturn is better)

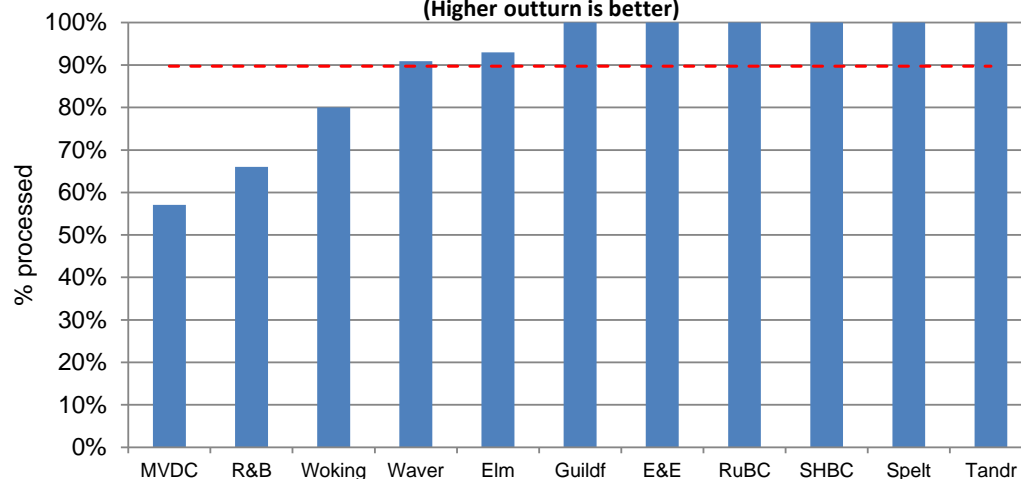


Percentage calculated, as a cumulative year-to-date figure, from the total business rates payments received compared to the total amounts payable in that year.

	Actual	
Elm	98.2%	12 month year as standard
E&E	99.0%	
Guildf	98.2%	10 month year as standard
MVDC	99.0%	10 month year as standard
R&B	99.1%	10 month year as standard
RuBC	98.9%	10 month year as standard
Spelt	97.9%	10 month year as standard
SHBC	98.9%	10 month year as standard
Tandr	98.9%	10 month year as standard
Waver	98.6%	12 month year as standard
Woking	96.3%	
----	98.4%	Average value of returns

Percentage of decisions on major applications made within 13 weeks

(Higher outturn is better)



Figures for January - March (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on major applications made within 13 weeks reporting period.

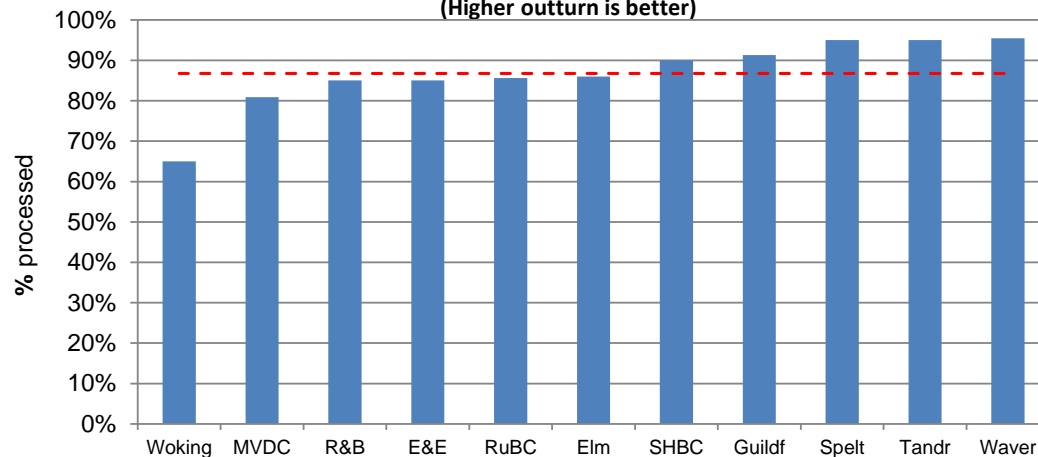
	Actual
Elm	93.0%
E&E	100.0%
Guildf	100.0%
MVDC	57.1%
R&B	66.0%
RuBC	100.0%
Spelt	100.0%
SHBC	100.0%
Tandr	100.0%
Waver	90.9%
Woking	80.0%
----	89.7%

or within agreed EoT (extensions of time)

Average value of returns

Percentage of decisions on minor applications made within 8 weeks

(Higher outturn is better)



Figures for January - March (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on minor applications made within 13 weeks reporting period.

	Actual
Elm	86.0%
E&E	85.0%
Guildf	91.3%
MVDC	80.9%
R&B	85.0%
RuBC	85.6%
Spelt	95.0%
SHBC	90.0%
Tandr	95.0%
Waver	95.5%
Woking	65.0%
----	86.8%

or within agreed EoT (extensions of time)

Average value of returns

Percentage of decisions on other applications made within 8 weeks (Higher outturn is better)

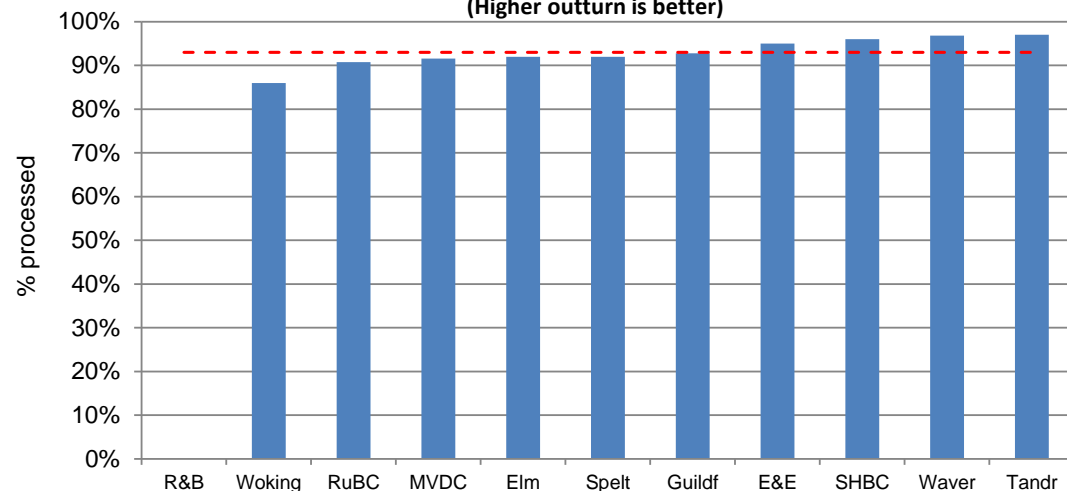
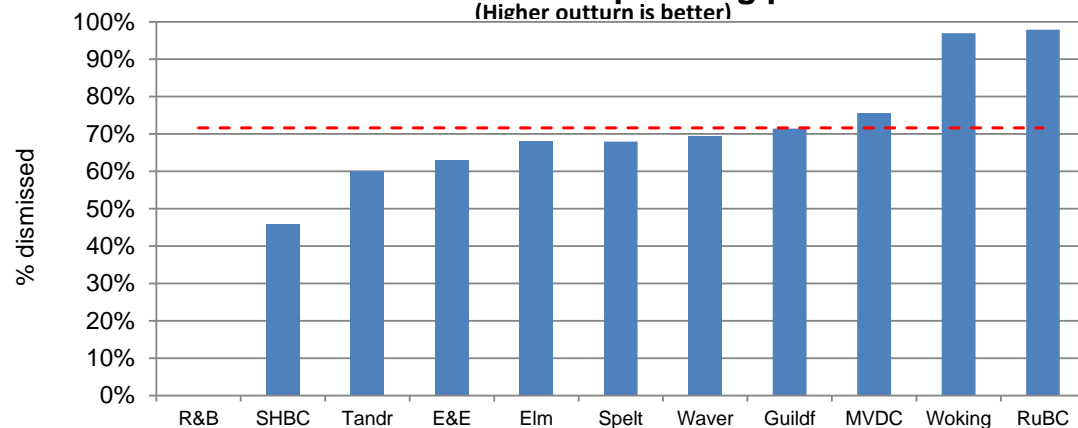


Figure for January - March (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on other applications made within 13 weeks reporting period.

	Actual	
Elm	92.0%	
E&E	95.0%	
Guildf	92.8%	
MVDC	91.6%	
R&B		
RuBC	90.8%	
Spelt	96.0%	
SHBC	92.0%	
Tandr	97.0%	or within agreed EoT (extensions of time)
Waver	96.8%	
Woking	86.0%	
----	93.0%	Average value of returns

Percentage of appeals dismissed against the Council's refusal of planning permission (Higher outturn is better)

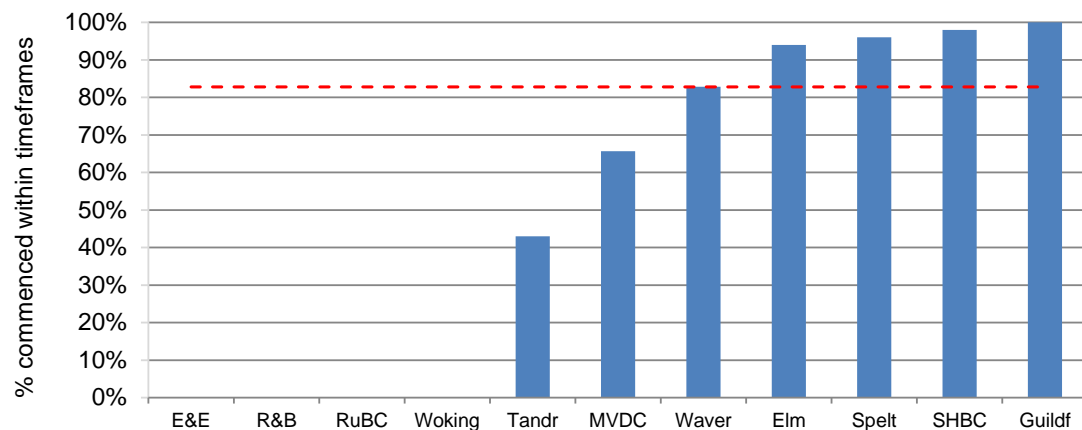


Percentage of appeals dismissed against the Council's refusal of planning permission, calculated as a cumulative year to date figure.

	Actual	
Elm	68.0%	planning appeals dismissed / planning appeals
E&E	63.0%	planning appeals dismissed / planning appeals
Guildf	71.4%	planning appeals dismissed / planning appeals
MVDC	75.6%	planning appeals dismissed / planning appeals
R&B		
RuBC	97.9%	planning appeals dismissed / planning application decisions
Spelt	68.0%	planning appeals dismissed / planning appeals
SHBC	46.0%	planning appeals dismissed / planning appeals
Tandr	60.0%	planning appeals dismissed / planning appeals
Waver	69.4%	planning appeals dismissed / planning appeals
Woking	97.0%	planning appeals dismissed / planning appeals
----	71.6%	Average value of returns

Percentage of planning enforcement investigations commenced within timeframes

(Higher outturn is better)

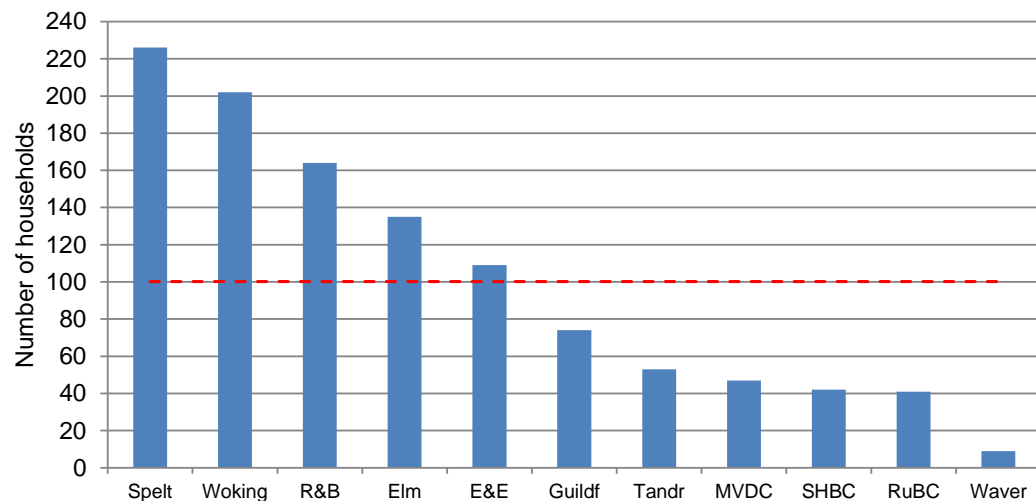


Cumulative year to date figure of the number of planning enforcement investigations commenced within a specified timeframe that accords with each Council's adopted Enforcement Plan Priorities

	Actual
Elm	94.0%
E&E	
Guildf	100.0%
MVDC	65.7%
R&B	
RuBC	
Spelt	98.0%
SHBC	96.0%
Tandr	43.0%
Waver	82.9%
Woking	
----	82.8%

Average value of returns

Number of households living in temporary accommodation on the last day of the quarter



Number of all households in temporary accommodation at the end of the quarter. These are households in accommodation arranged by local authorities pending enquiries or after being accepted as homeless under the 1996 Act and as amended by the HRA 2017.

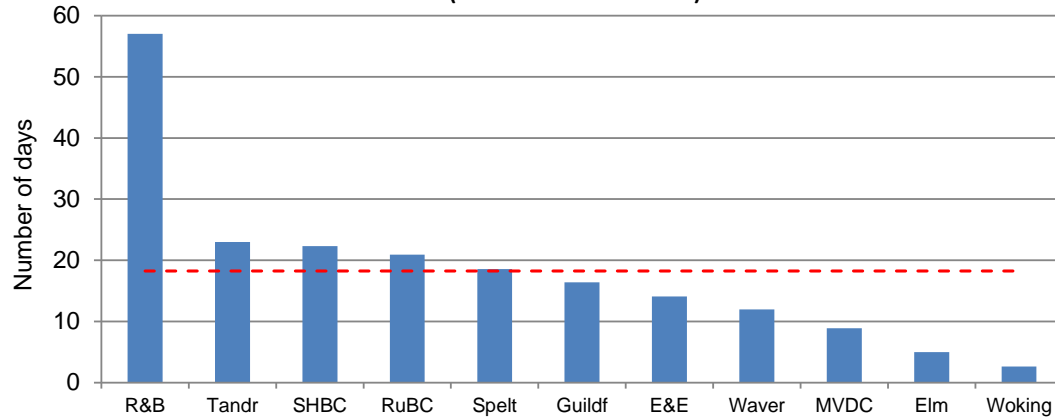
	Actual
Elm	135
E&E	109
Guildf	74
MVDC	47
R&B	164
RuBC	41
Spelt	226
SHBC	42
Tandr	53
Waver	9
Woking	202
----	100

Living in nightly paid accommodation

Average value of returns

Average number of days taken to assess new housing benefit claims

(Lower outturn is better)

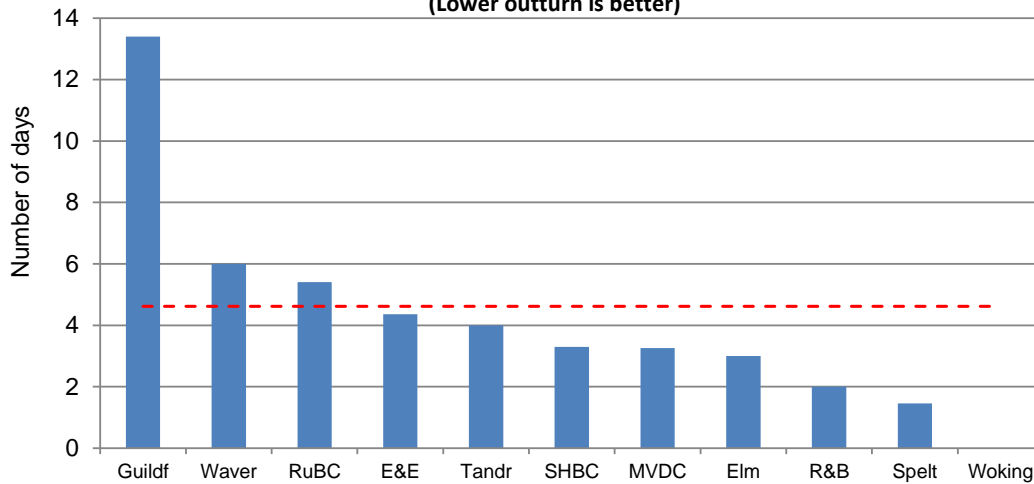


Cumulative year to date figure of the total number of days taken to process new housing benefit claims divided by the number of new claims.

	Actual	
Elm	5.0	HB & CT benefit
E&E	14.1	
Guildf	16.4	
MVDC	8.9	
R&B	57.0	
RuBC	20.9	
Spelt	18.6	HB & CT benefit
SHBC	22.3	
Tandr	23.0	
Waver	12.0	
Woking	2.6	HB & CT benefit
----	18.3	Average value of returns

Average number of days taken to assess change in circumstances for housing benefit claims

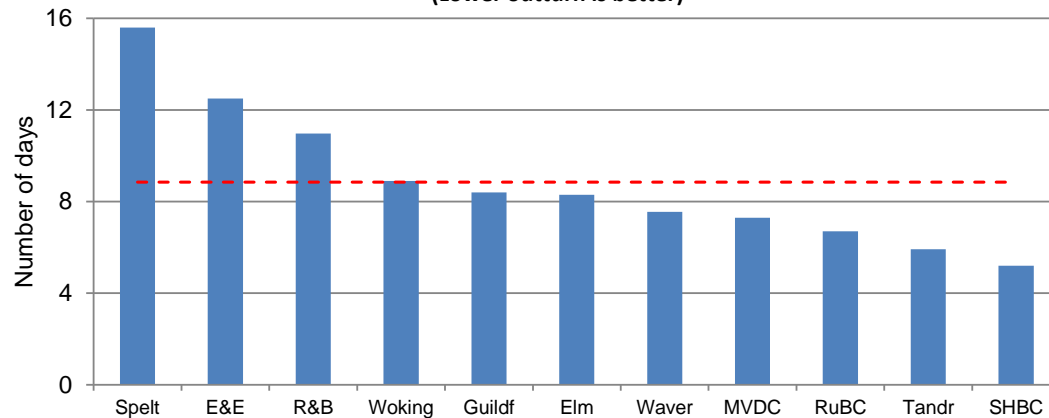
(Lower outturn is better)



Cumulative year to date figure of the total number of days taken to assess change in circumstances requests for housing benefit divided by the number of change in circumstances requests.

	Actual	
Elm	3.0	HB & CT benefit
E&E	4.4	
Guildf	13.4	
MVDC	3.3	
R&B	2.0	
RuBC	5.4	
Spelt	1.5	HB & CT benefit
SHBC	3.3	
Tandr	4.0	
Waver	6.0	
Woking		HB & CT benefit
----	4.6	Average value of returns

Average number of working days lost to staff sickness absence - all absence
(Lower outturn is better)

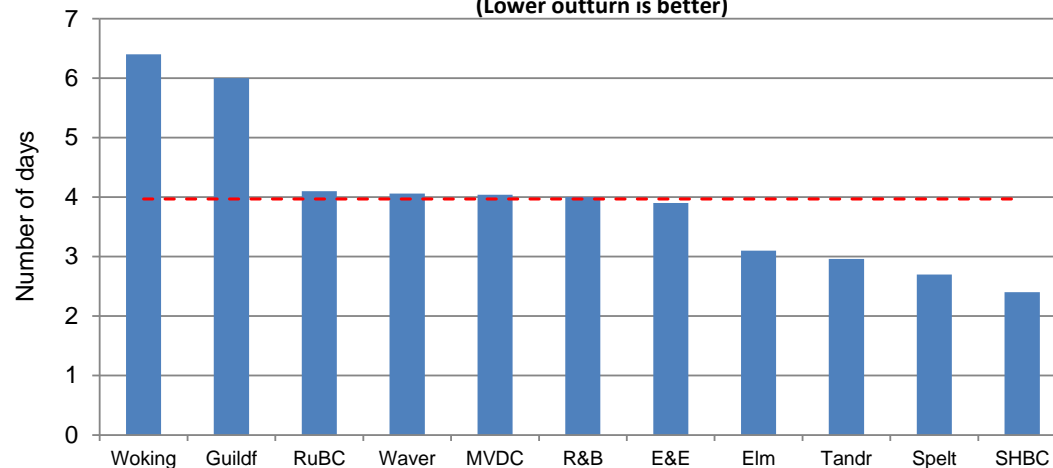


Rolling year-to-date number of working days/shifts lost due to sickness absence. This is calculated by the number of long and short term sickness absence days divided by the number of FTE staff.

	Actual
Elm	8.3
E&E	12.5
Guildf	8.4
MVDC	7.3
R&B	11.0
RuBC	6.7
Spelt	15.6
SHBC	5.2
Tandr	5.9
Waver	7.6
Woking	8.9
----	8.8

Average value of returns

Average number of working days lost to staff sickness absence – short term absence
(Lower outturn is better)

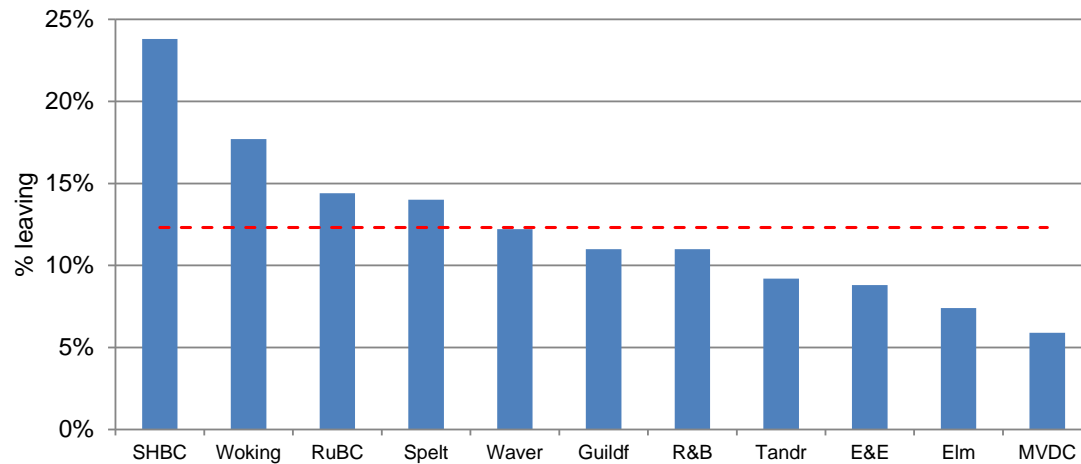


Rolling year-to-date number of working days/shifts lost due to short term sickness absence (20 days or less). This is calculated by the number of short term sickness absence days divided by the number of FTE staff.

	Actual
Elm	3.1
E&E	3.9
Guildf	6.0
MVDC	4.0
R&B	4.0
RuBC	4.1
Spelt	2.7
SHBC	2.4
Tandr	3.0
Waver	4.1
Woking	6.4
----	4.0

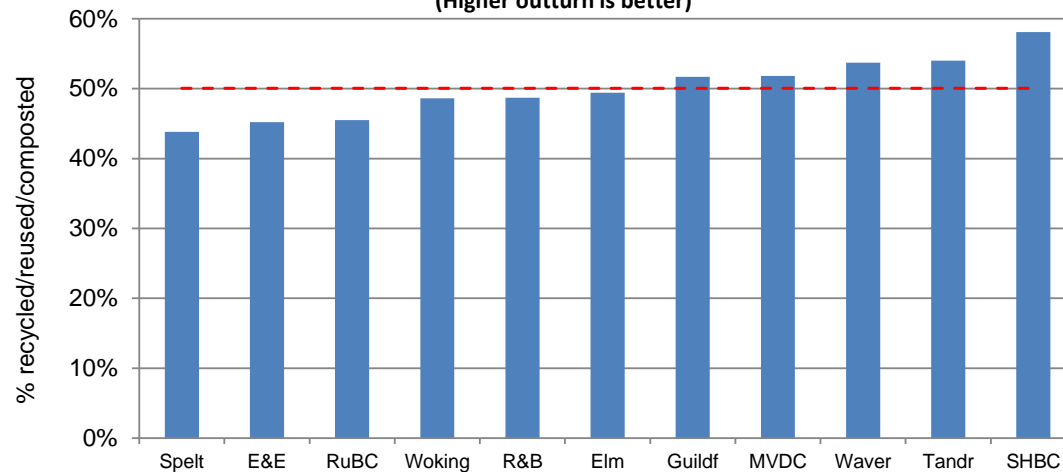
Average value of returns

Percentage of staff turnover



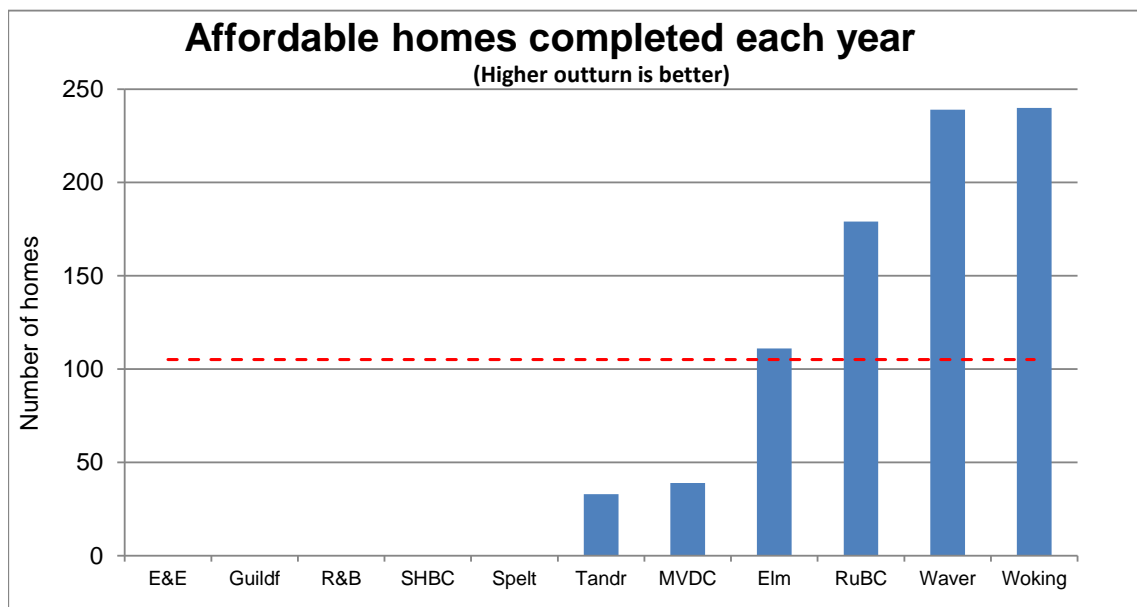
	Actual	
Elm	7.4%	voluntary only
E&E	8.8%	voluntary only
Guildf	11.0%	
MVDC	5.9%	voluntary only
R&B	11.0%	
RuBC	14.4%	
Spelt	14.0%	
SHBC	23.8%	
Tandr	9.2%	voluntary only
Waver	12.2%	
Woking	17.7%	voluntary only
----	12.3%	Average value of returns

Recycling rate - percentage of household waste recycled, reused and composted (Higher outturn is better)



Rolling 12-month figure, calculated by comparing the amount of waste sent for recycling, reuse and composting against the total waste collected. Figures are for Q4 2024/25, provided by JWS for Surrey Environment Partnership.

	Actual	
Elm	49.4%	
E&E	45.2%	
Guildf	51.7%	
MVDC	51.8%	
R&B	48.7%	
RuBC	45.5%	
Spelt	43.8%	
SHBC	58.1%	
Tandr	54.0%	
Waver	53.7%	
Woking	48.6%	
----	50.0%	Average value of returns



A count of the number of affordable homes provided in the year. This figure is only provided at the end of the year and includes all affordable housing completions provided by Councils, Housing associations and those providers that do not fit into the first two categories.

	Actual
Elm	111
E&E	0
Guildf	
MVDC	39
R&B	
RuBC	179
Spelt	0
SHBC	
Tandr	33
Waver	239
Woking	240
----	105

Average value of returns